

Atty Docket No. 020366-069210US

PTO FAX NO.: (703) 872-9306

ATTENTION: Examiner Roland G. Foster

Group Art Unit 2645

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CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that the following documents in re Application of Benjamin E. Hansen et al., Application No. 09/660,785, filed September 13, 2000 for METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT are being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Documents Attached

1. Transmittal Form (1 page); and
2. Amendment Under 37 CFR 1.116 Expedited Procedure - Examining Group 2645 (8 pages).

Number of pages being transmitted, including this page: 10

Dated: March 3, 2005

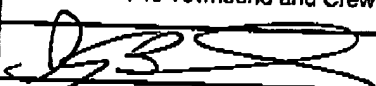

Aurora Lowell, Assistant to
Irvin E. Branch, Reg. No. 42,358

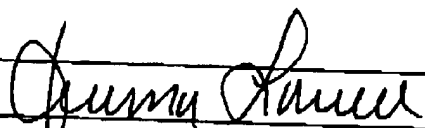
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60435733 v1

TRANSMITTAL FORM <small>(to be used for all correspondence after initial filing)</small>	Application Number	09/660,785
	Filing Date	September 13, 2000
	First Named Inventor	Hansen, Benjamin E.
	Art Unit	2845
	Examiner Name	Roland G. Foster
	Attorney Docket Number	020368-069210
Total Number of Pages in This Submission		1

ENCLOSURES <small>(Check all that apply)</small>		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input checked="" type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
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Printed name	Irvin E. Branch	
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60435728 v1

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AMENDMENT UNDER 37 CFR 1.116
EXPEDITED PROCEDURE -
EXAMINING GROUP 2645

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By:

Aurora Lowell

PATENT
Attorney Docket No.: 020366-069210

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR
ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

AMENDMENT UNDER 37 CFR 1.116
EXPEDITED PROCEDURE EXAMINING
GROUP 2645

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P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the final Office Action mailed January 13, 2005, please enter the following remarks.

A Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.